

PATENT

In re Application of: John C. MEARS, et al.

Serial No.: 09/400,320

Filed: September 21, 1999



Case Docket No.: 37770

Patent Art Unit: 2642

Examiner: TIEU, Benny Quoc

For: A CONTACT CENTER SYSTEM CAPABLE OF HANDLING MULTIPLE MEDIA TYPES OF CONTACTS AND METHOD FOR USING THE SAME

ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

Transmitted herewith is an Amendment in the above-identified application:

☐ Applicant claims small entity status. See 37 CFR 1.27.

☐ No additional fee is required.

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The fee has been calculated as shown below:

CLAIMS REMAINING AFTER AMENDMENT	HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	SMALL ENTITY		OTHER THAN A SMALL ENTITY	
			RATE	ADDIT. FEE	RATE	ADDIT. FEE
TOTAL	-	=	x 9 =	\$	x 18 =	\$
INDEP	-	=	x 42 =	\$	x 84 =	\$
<input type="checkbox"/> FIRST PRESENTATION OF MULT. DEP. CLAIM			+ 140 =	\$	+ 280 =	\$
If the difference in Col. 1 is less than zero, enter "0" in Col. 2			TOTAL	\$	TOTAL	\$

☒ Applicant(s) petition(s) for an extension of 2 month(s) to respond and submits herewith the fee of \$410.00. Also submitted herewith the fee of \$130.00 for Petition Fee.

☐ Please charge my Deposit Account No. 18-2220 in the amount of \$_____. A duplicate copy of this sheet is attached.

☒ A check in the amount of \$540.00 is attached.

☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 18-2220. A duplicate copy of this sheet is attached.

☒ Any additional excess claim fees under 37 C.F.R. § 1.16.

☒ Any additional patent application processing fees under 37 C.F.R. § 1.17.

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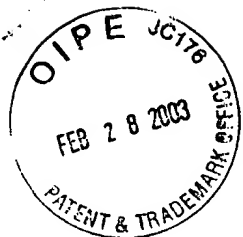
Mark W. Hirozenchik
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Reg. No. 45,316

Dated: February 28, 2003

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

John C. Mears, et al.

Serial No.: 09/400,320

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For: A CONTACT CENTER SYSTEM
CAPABLE OF HANDLING
MULTIPLE MEDIA TYPES OF
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FOR USING THE SAME

Group Art Unit: 2642

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AMENDMENT

Honorable Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action dated September 30, 2002, the due date for response being February 28, 2003, please amend the above-identified application as follows:

IN THE CLAIMS:

Please amend claim 5 as follows:

A1
5. A system as claimed in claim 4, wherein:

said queuing component is adapted to enter said changed media-type contact in said common queue; and